

Introduction

361 Energy CIC run Empower which is fuel poverty programme in North Devon. 361 Energy CIC commenced renewed fuel poverty assistance activities in March 2015 after we were successful with funding from the Ebico Trust. We received 50% (£4763) of the funding from Ebico Trust on 13th MARCH 2015. This report covers the first 6 months of the project incorporating two quarterly reports required by the Ebico Trust.

1) Total Number of Clients: 18

- Number of One to One Sessions: 6 (15 HOURS SPENT WITH CLIENTS AVERAGE 2.5 HOURS/CLIENT)
With general awareness and support with issues such as energy switching, applying for South West Water Social Care Tariff and Warm Homes Discount.
- Number of Home Visits: 12 (118 HOURS SPENT WITH CLIENTS, AVERAGE 9.8 HOURS/CLIENT)
This includes support with general energy and water saving advice, delivery of energy monitoring equipment, energy saving devices and LED bulbs, accessing water and energy debt relief programmes, applications to the Warm Homes Discount and South West Water social care tariff, new boiler referrals, and energy performance certificates.

Many of these cases are currently active so at this stage of the project it is not possible to determine total cost savings and energy/water saving. This data will be included as part of the reporting process when cases have been closed and includes interventions which typically take a period of time to be resolved and include, water debt write off, applications for Warm Homes Discounts, energy bill resolutions and switching from pre-pay to credit meters.

Action:

Ongoing (Target: 25 home visits)

CASE STUDIES

Client 14 was met during a presentation at a mum and baby group at the local Children's Centre. The 361 Energy Advisor was able to visit the client in her home to give general advice about energy and water saving as well as delivering energy saving devices, LED bulbs and setting up an energy monitor. The Energy Advisor also supported the client in applying for the Warm Home Discount (£140).

Client 15 was referred through One Ilfracombe's Community Liaison Officer. The client was in water debt and struggling to keep on top of paying energy bills. The Energy Advisor was able to meet the client in her home to advise about checking for a water leak, as well as helping the client access the South West Water Restart programme (debt relief support) and successful application to the their Social Care Tariff to receive a 25% discount on water charges. The Energy Advisor also delivered LED bulbs and a draught proof door curtain to help reduce energy usage. The client also received help with applying for the Warm Home Discount as well as advice on how to keep on top of energy bills and meter readings online.

2) Number of referral agencies currently working with: 5

- North Devon Homes
- One Ilfracombe
- Transform 4 Work (Scribes CIC & Encompass SW),
- Sure Start Children's Centre
- North Devon District Council
- Turner Carr Estate Agent

Actions:

Contacts identified for Ilfracombe CAB, Local Rotary and Ilfracombe Doctors Surgery to be followed up. Also follow up with Director of Private Rentals at Lettings 4 U.

3) Number of Frontline Staff/Volunteers Events: 3

- Transform 4 Work (Scribes CIC and Empower SW) – 4 staff/volunteers in attendance
- Ilfracombe Sure Start Children's Centre – 8 staff
- North Devon District Council – 2 staff

Actions:

To organise more front line staff/volunteer awareness events e.g. with North Devon Homes staff/ volunteers and Officers at North Devon District Council

4) Number of client forums/ awareness sessions: 2

Event	Date	Numbers attending
Transform 4 Work Forum	22.04.15	6 people
Sure Start Trust Centre Mums and Baby Group	05.06.15	11 people
Forches School in Barnstaple	21.07.15	20 people directly advised
North Devon Homes Fayre	29.07.15	50 people directly advised (800 people attending event)
North Devon Show	05.08.15	30 people directly advised (20,000 attending event)

Actions:

To attend and organise further awareness events e.g. Sure Start Trust Children's Centre September, 361 Energy Fair 1st November

For activities 2,3,4 listed above a total of 41 hours has been spent

5) Number of EPC's/GDA's conducted:

- 3 EPCs completed

6) Number of Utility Companies/ Referral Programmes Working with: 2

- EON (Cosy Homes) and
- Water Debt Gateway (South West Water)

Actions: New opportunities identified with North Devon District Council (NDDC) Central Heating Fund and External Wall Insulation programmes which will launch in September.

7) Number of Private Landlords Supported : 3

Action:

Put together proposal for private landlord event in early autumn with support from NDDC, Coombe Business, local estate agents and local accountants.

8) Press Coverage/ General Awareness

- Empower advert and article in ND Gazette 27.05.15
- Empower information board on 361 Display currently touring local libraries and events
- 500 leaflets distributed around Ilfracombe Town Centre including at referral agencies, Volunteer Office, estate agents, libraries, cafes, shops and doctors surgery

Action:

- Empower information in 361 advert scheduled for 20.08.15 in ND Journal Green Pages
- Ebico Trust visit to organise photo shoot opportunity for their website marketing

9) Budget:

To date we have spent the following on the project:

- Staff time on events, home visits, one-to-one support, agency liaison- £2150
- Crisis fund-£95.04
- Printing promotional material-£102
- Office/admin expenses-£120